



County of Los Angeles – Department of Mental Health

Service Area 7 Administration

Adult System of Care

Quality Improvement Committee

March 11, 2014

Providence Community Services

21520 South Pioneer Blvd., Suite 110

Hawaiian Gardens, California 90716

2:00 P.M. - 4:00 P.M.

AGENDA

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| I. Welcome and Introductions | Lupe Ayala |
| II. Review & Approval of Minutes | Lupe Ayala |
| III. Department of Mental Health Update | Lupe Ayala |
| IV. Quality Improvement Division | Dr. Timothy Beyer |
| Notices of Privacy Practices | |
| Hospitals | Lupe Ayala |
| PEARM Audits | |
| V. Quality Assurance Report from Service Area 7 Meeting | Misty Aronoff |
| VI. Quality Assurance | Robin Washington |
| VII. Acknowledgement of Receipt | Martin Hernandez |
| VIII. Audit Updates | All |
| IX. Provider of the Month Volunteer | All |
| X. Announcements Adjournments | All |

Service Area 7 Quality Assurance Committee – April 8, 2014
1:30 PM-2:00 PM

Next Quality Improvement Committee Meeting – April 8, 2014

April 8, 2014

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date: 3/11/14	
Place:	Providence Community Services 21550 Pioneer Blvd. Suite 110	Start Time:	2:00 P.M.
Chairpersons:	Lupe Ayala Kari Thompson Adrine Bazikan	End Time:	4:00 P.M.
Members Present:	Robin Washington; Cesar Moreno; Misty Aronoff; Michelle R. Barrajas-Sanchez; Bryan Rowland; Marishia Phillips; Marcel Mendoza; Martin Hernandez; Timothy Beyer; Diana Perez-Johnson; Wendy Curtis; Gloria Sheppard; Antonio Banuelos; Lisa Leon; Haydouk Zakarian; Mari Yniguez; Maricela Watson; Joseph Adrian Chavez; Jessica Trujillo; Hsiang-Ling Hsu; Tracy Schmidt; Regina Esparza; Soua Ly; Jennifer Christy; Michelle Hernandez		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:00pm	Introductions were made	Lupe Ayala
Review & Approval of Minutes	Minutes for February 2014 were reviewed and minutes were approved.	Motion to approve minutes	Lupe Ayala
ACCESS Test Call Project	Test call report 2013 it's finalize and it's posted in the DMH website. -New added to the report is the graph For access center to improve the services -2013 calls were made 12 different language -total of 91 test calls		Lupe Ayala

Quality Improvement Division	<p>Notice of Privacy Practice in the lobby in the language that the agency services. A staff member of HIPPA will be going to the agency to review.</p> <p>The state department is auditing hospitals.</p> <p>PEARM Audits: Federal government is going to audit and it will cover Medi-cal/Medi-Care of the services that are being claim. -It comes every 3 years</p> <p>The Review of Quality Improvement -Dates April, 29, 30, and May 1 -Substantial review of documents -Outline goals in 2013</p> <p>The differences on Quality Assurance and Quality Improvement. Quality Improvement focuses on the quality in the provision of mental health services for the client's progress and improvement. It gives the opportunity to increase the quality of work and preserve the dignity of clients in the provision of services. Directly operated and contract providers need to go by the standards and regulations of the services provide.</p> <p>Dr. Beyer reviewed that the quality assurance is about meeting the minimal standards. Quality improvement is always looking at how to make improvements. How do we know that it is improvement? The system is data driven and performance driven measures.</p> <p>Patients Rights- Acknowledgement of Receipt -All new clients must receive a Medi-Cal</p>		<p>Lupe Ayala/Dr. Tim Beyer</p>
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	<p>handbook and Provider Directory. They must sign for the documents- Directly operated clinics have an Acknowledgement of Receipt form..Contract providers could use something similar if they make the form their own by deleting all DMH logos on each page and putting the form on their agency letterhead and logo.</p> <ul style="list-style-type: none"> -The form should be in the file for all new clients and clients that request this information. -It is the client's right to obtain and make available the provider directory for the service area 7. -Make available in the lobby the handbook directory and Medi-cal guide book. 		
DMH Updates	<p>Service area 7 new plans for MHSA 3 year plan it will go out to the public for review and eventually go to the board of supervisor. Each service area liaison are continue to work on it. More information will be provided in next meeting.</p> <p>Family Engagement Program (handouts)</p> <ul style="list-style-type: none"> -For Parameters of family engagement and inclusion for adults -Lack of family engagement complaint to DMH -Clinicians to engage family in treatment (DMH training). The office is willing to go over the training at your agency site. Contact Lupe or Helena Ditko, LCSW <p>External Quality Review Visit</p> <ul style="list-style-type: none"> -Finalizing the provider updates -March 14, 2014 deadline -Please make sure address and phone numbers and services are updated. -email providerdirectory@dmhlacounty.gov 		Lupe Ayala

	The status report change of provider -Beneficiary of grievance -Medication Monitor -COD -The parameter of family it's under the website: it's a suggestion of services as guidance.	Lupe will e-mail	
Quality Assurance	Went over the procedure code (90847) family, (H2011) Crisis code. Review the (T1017) Targeted Case Management and (H2015) procedures code	Handout	Robin Washington
Provider of the Month	Penny lane will be providing an overview of programs for next meeting April 8, 2014.		Lupe Ayala
Chart Audit Updates	Pennylane currently being audit by the Auditor Control		
Announcements Adjournment	Next Meeting is April 8, 2014 from 2:00pm to 4:00pm. QA Meeting is from 1:30pm to 2:00pm on April 8, 2014.		

Respectfully Submitted,
 Alma Bretado
 CHCADA

Lupe Ayala
QIC Co-Chair

Kari Thompson
QIC Co-Chair

Denise Hernandez
QIC Co-Chair